



Federal Supply Service

Government Wide Acquisition Contract Center Pacific Rim Region

A graphic showing a portion of the Earth with blue oceans and yellowish landmasses. Several thin, light-colored lines representing orbital paths or trajectories cross the globe. The background is a dark, colorful nebula or space scene with hues of red, orange, green, and purple.

**ANSWER
PAST PERFORMANCE SURVEY
REPORT
CONTRACT YEAR 5**

ANSWER PAST PERFORMANCE MANAGEMENT REPORT
CONTRACT YEAR 5

Executive Summary

Contracts to provide Information Technology ("IT") services under GSA's ANSWER Program were awarded in December 1998 to ten contractors, or "Industry Partners." These Indefinite Quantity contracts were awarded for a base period of two years with options to extend performance in one-year increments up to a maximum of eight additional years. The contracts are in their sixth contract year, with the latest options for all ten contracts having been exercised in December 2003. The evaluation period addressed under this survey is for the fifth contract year, which equates to calendar year 2003.

The ANSWER Program has been extremely effective at providing high-quality, cost-effective IT services to Federal Government agencies throughout the world, largely due to the contractual relationships with high-caliber Industry Partners, coupled with diligent performance monitoring by the Government Wide Acquisition Contract ("GWAC") Center, Pacific Rim Region.

A large portion of the GWAC Center's monitoring effort is achieved through its ANSWER Annual Past Performance Survey, the subject of this report. The GWAC Center has developed a procedure to query all GSA task managers and client agencies that had open task orders during the evaluation period.

The evaluation factors used in this and all previous annual surveys were identical to the factors used for the pre-award survey conducted for each firm. This methodology provides the government the ability to logically, accurately and objectively monitor the contractor's performance. The survey was conducted using Web Surveyor, a commercial off-the-shelf ("COTS") web-based survey software product.

A total of 2,681 questionnaires were distributed by email to survey a total of 1,344 task orders. Follow-up emails and phone calls were used to encourage completion of the surveys. The survey period had a duration of 30 days, starting on January 26, 2004 and ending on February 26, 2004. Data Validation was performed by the Government to verify the accuracy of the data collected.

All Industry Partners were provided a summary report of their survey scores, personally debriefed on the survey results for their companies and given an opportunity to submit comments to the PCO regarding their scores. A modified summary report, excluding specific Industry Partner data will be posted to the GSA website at www.gsa.gov/answer and made available to the public.

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Key Results

- ❖ Overall Average Score for all Industry Partners: **4.59**¹
- ❖ Number of Industry Partners Earning a “Brass Ring”²: **7**
- ❖ Number of Industry Partners with Improved Scores over Previous Year: **4**
- ❖ Overall³ Survey Response Rate: **48.3%**

¹ Score based on a 5-point scale.

² “Brass Ring” award recognizes an Industry Partner meeting or exceeding its pre-award survey score.

³ Consists of “External” client and “Internal” GSA Information Technology Manager responses.

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Contract Background

Program History

The Government Wide Acquisition Contracts were designed to take advantage of economies of scale, reduce duplicative contract vehicles and provide clients a streamlined method to fulfill their IT requirements. The ANSWER contracts are Multiple Award, Indefinite-Quantity contracts accessible on a worldwide basis. GSA, Federal Technology Service ("FTS"), awarded ANSWER contracts to 10 Industry Partners on December 30, 1998. The contracts had been administered by the ANSWER Solutions Development Center ("SDC"), located in San Diego and Oakland, California. GSA realigned the ANSWER Program from FTS to the Federal Supply Service ("FSS") in January 2003 and renamed the office the Government Wide Acquisition Contract ("GWACC") Center, Pacific Rim Region. The new office remains co-located in San Diego and Oakland.

Industry Partners

The firms listed below comprise the cadre of current ANSWER Program Industry Partners.

<u>Contractor</u>	<u>Contract Number</u>
ANTEON CORPORATION	GS09K99BHD0001
BOOZ ALLEN HAMILTON	GS09K99BHD0002
COMPUTER SCIENCES CORPORATION	GS09K99BHD0003
DYN CORP SYSTEMS & SOLUTIONS, LLC	GS09K99BHD0004
EER SYSTEMS	GS09K99BHD0005
ISS, INC.	GS09K99BHD0006
ITS, INC.	GS09K99BHD0007
NORTHROP GRUMMAN INFORMATION TECHNOLOGY	GS09K99BHD0009
SAIC	GS09K99BHD0010
TASC, INC.	GS09K99BHD0008

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Program “Snapshot” Metrics

The following metrics are accurate through December 30, 2003, the end of the fifth contract year:

- ❖ Total Number of ANSWER Program client agencies: **29**
- ❖ Number of Countries with ANSWER Task Orders: **72**
- ❖ Total Number of ANSWER Task Orders: **2,202**
- ❖ Number of active ANSWER Task Orders in Contract Year 5: **1,344**
- ❖ Total Amount of ANSWER Contract Obligations: **\$2.501 Billion**
- ❖ Total Amount of ANSWER Contract Obligations in Contract Year 5: **\$871 Million**

ANSWER Clients

Top 5 ANSWER Client Agencies in terms of total contract obligations:

<u>Client</u>	<u>Total Obligations</u>
Department of Navy	\$710M
Department of Army	\$575M
Department of Air Force	\$520M
General Services Administration	\$187M
Department of Defense	\$136M

Currently 68% of the dollars under ANSWER are associated with Department of Defense (DoD).

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Purpose of Survey

The ANSWER Past Performance Survey serves a variety of functions by satisfying the contract administration requirements of Federal Acquisition Regulation (“FAR”) 42.15, *Contractor Performance Information*; General Services Acquisition Manual (“GSAM”), Subpart 542.15; and Office of Federal Procurement Policy (“OFPP”) *Best Practices for Collecting and Using Current and Past Performance Information* (May 2000) (See *Appendix ‘A’*). It provides information critical to justifying the exercise of contract options and provides a performance feedback mechanism essential to Industry Partners in evaluating their success at achieving high levels of client satisfaction and meeting GSA and Industry Partner organizational goals of continuous improvement.

Survey Methodology

The ANSWER Past Performance Survey was accomplished via a questionnaire (see *Appendix ‘B’*) and was conducted during January- February 2004, with input sought from all External and Internal Clients who utilize an ANSWER contract task order(s) during the fifth contract year covered by the survey. “External Clients” are client agency’s end-users, which include Direct Order/ Direct Billed Agency Contracting Officers, and “Internal Clients” are defined as GSA/FTS Project Managers.

Email requests with a link to the survey were sent to all participants. The survey consisted of 9 performance factors to be rated on a 5-point scale for each task order, with “5” being “Extremely Satisfied” and “1” being “Wholly Dissatisfied”. The survey also included an opportunity for the respondents to provide written comments.

“Websurveyor” v. 3.6 software was used to collect the data.

Following the survey, GWAC Center personnel debriefed all 10 firms in person. (See *Appendix ‘C’* for Debriefing Schedule.) During the corporate debriefings, discussions centered on specific task order scores, comments received from both the external and internal clients, contract training requirements, the fluctuation in the number of proposals received and other areas of concern or interest that were Industry Partner specific.

Individual reports (See *Appendix ‘D’*) were prepared for each Industry Partner that provided metrics specific to its company as well as overall averages for the entire program. Each Industry Partner was provided an oral debrief by the GWAC Center administration team, including the Procuring Contracting Officer (“PCO”) and the Program Manager.

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Survey Results

(Table A-1)

SURVEY METRICS			
CONTRACT YEAR 5			
	External	Internal	Overall
No. of Survey Requests	1448	1233	2681
No. of Responses Received	671	625	1296
Response Rate	46.3	50.7	48.3

The Brass Ring

The ANSWER Industry Partners reached a remarkable new milestone with the largest number of Partners achieving “Brass Ring” status. A record number of seven Partners earned the Brass Ring award by exceeding their pre-award scores for Contract Year 5. Previously, a maximum number of six Partners earned the Brass Ring designation. The following Partners earned the Brass Ring for Contract Year 5:

- ❖ Anteon Corporation
- ❖ Booz Allen Hamilton, Inc
- ❖ Computer Sciences Corporation
- ❖ DynCorp Systems & Solutions, LLC
- ❖ ITS Corporation
- ❖ Science Applications International Corporation
- ❖ TASC Inc

Highest Overall Score

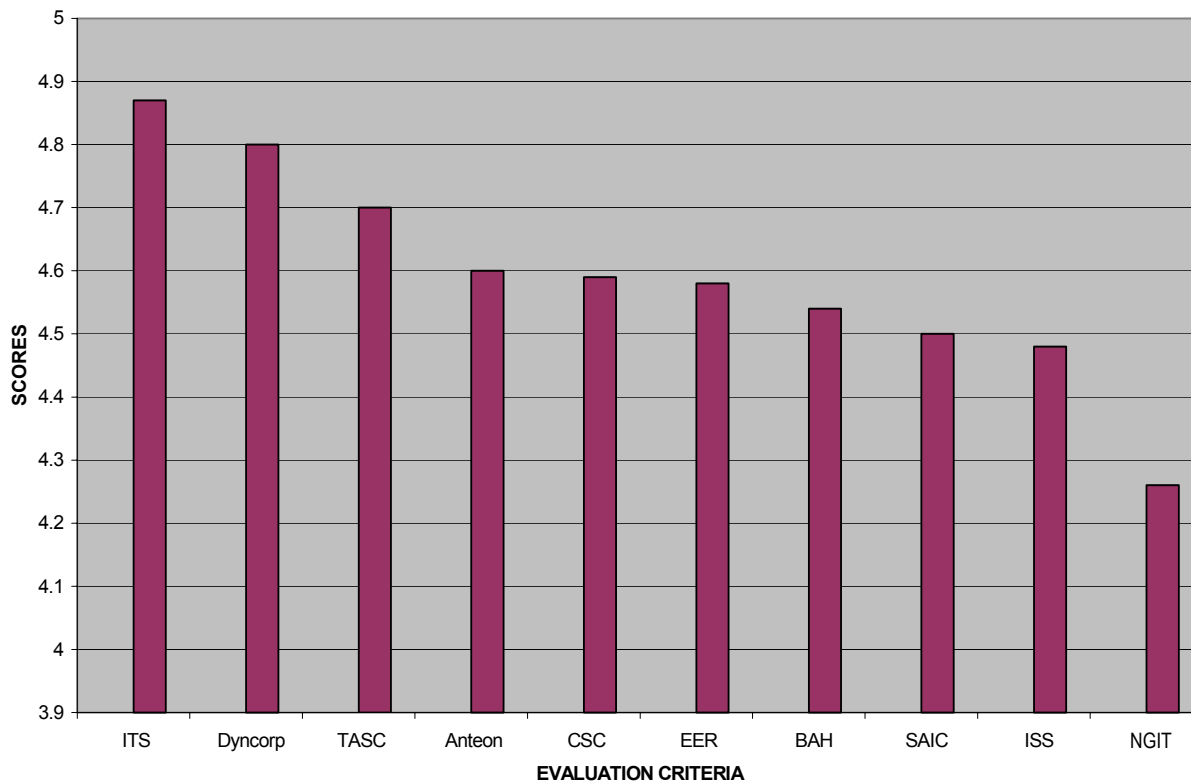
ITS Corporation was once again ranked “Number 1”, by having the highest overall score for Contract Year 5. It not only achieved this distinction for this period, but for every year of the ANSWER Program. The table and chart below illustrate the Ranking of the Industry Partners.

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(Table A-2)

INDUSTRY PARTNER RANKING (OVERALL AVERAGE SCORE)		
CONTRACT YEAR 5		
Industry Partners	Ranking	AVERAGE Score
ITS Corporation	1	4.87
DynCorp Systems & Solutions, LLC	2	4.80
TASC, Inc.	3	4.70
Anteon Corporation	4	4.60
Computer Sciences Corporation	5	4.59
EER Systems	6	4.58
Booz Allen Hamilton, Inc.	7	4.54
Science Applications International Corporation	8	4.50
Information Systems Support	9	4.48
Northrop Grumman Information Technology	10	4.26

AVERAGE SCORES FOR ALL INDUSTRY PARTNERS



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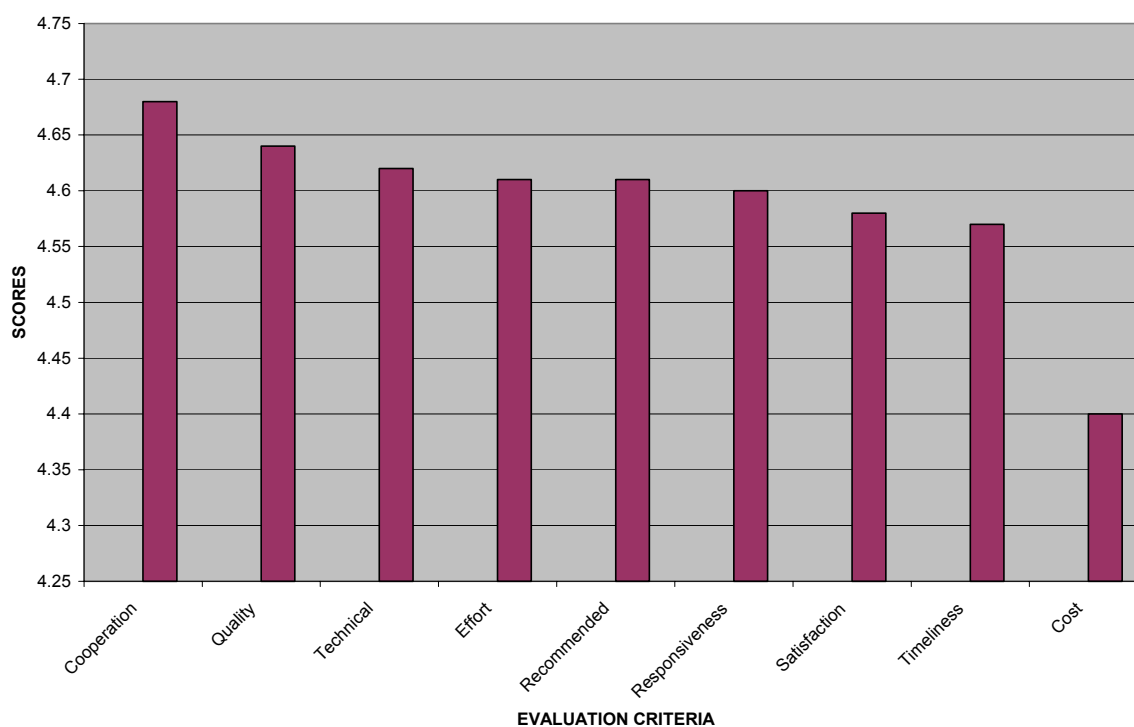
Average Scores by Categories

Table A-3 and Chart below shows the average scores for all Industry Partners by individual Categories.

(Table A-3)

CATEGORY RANKING (OVERALL AVERAGE SCORE) CONTRACT YEAR 5		
Categories	Ranking	Average Score
Cooperation	1	4.68
Quality	2	4.64
Technical	3	4.62
Effort	4	4.61
Recommended	5	4.61
Responsiveness	6	4.60
Satisfaction	7	4.58
Timeliness	8	4.57
Cost	9	4.40

AVERAGE SCORES FOR ALL INDUSTRY PARTNERS



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Summaries by Categories for All Industry Partners

(Table A-4)

CATEGORY SCORES (EXTERNAL)										
CONTRACT YEAR 5										
	Anteon	BAH	CSC	Dync	EER	ISS	ITS	NGIT	SAIC	TASC
Timeliness	4.63	4.23	4.60	4.91	4.63	4.58	4.82	3.89	4.46	4.71
Response	4.73	4.43	4.63	4.92	4.58	4.47	4.79	4.36	4.46	4.83
Quality	4.71	4.40	4.58	4.92	4.79	4.58	4.84	4.39	4.54	4.92
Cost	4.41	3.83	4.24	4.44	4.05	4.42	4.63	3.96	4.18	4.71
Technical	4.62	4.13	4.65	4.93	4.28	4.36	4.75	4.25	4.56	4.96
Cooperation	4.77	4.63	4.77	4.94	4.74	4.64	4.79	4.54	4.55	4.92
Recommendation	4.74	4.33	4.74	4.92	4.63	4.53	4.85	4.21	4.49	4.71
Effort	4.71	4.33	4.65	4.92	4.58	4.53	4.84	4.32	4.50	4.79
Overall Satisfaction	4.64	4.30	4.60	4.92	4.61	4.48	4.85	4.25	4.51	4.67
Overall Average	4.66	4.29	4.61	4.87	4.54	4.51	4.80	4.24	4.47	4.80

(Table A-5)

CATEGORY SCORES (INTERNAL)										
CONTRACT YEAR 5										
	Anteon	BAH	CSC	Dync	EER	ISS	ITS	NGIT	SAIC	TASC
Timeliness	4.58	4.65	4.58	4.38	4.59	4.46	4.93	4.17	4.52	4.55
Response	4.56	4.62	4.57	4.09	4.59	4.46	4.88	4.22	4.53	4.45
Quality	4.59	4.67	4.66	4.24	4.59	4.49	4.91	4.22	4.59	4.36
Cost	4.48	4.41	4.51	4.32	4.59	4.43	4.85	4.22	4.34	4.55
Technical	4.59	4.74	4.58	4.24	4.64	4.51	4.95	4.33	4.66	4.55
Cooperation	4.62	4.68	4.53	4.24	4.64	4.51	4.97	4.44	4.55	4.45
Recommendation	4.57	4.67	4.53	4.38	4.68	4.47	4.84	4.39	4.55	4.36
Effort	4.54	4.71	4.60	4.21	4.64	4.44	4.86	4.29	4.53	4.45
Overall Satisfaction	4.55	4.62	4.59	4.18	4.57	4.41	4.93	4.24	4.52	4.45
Overall Average	4.56	4.64	4.57	4.25	4.61	4.46	4.90	4.28	4.53	4.46

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(Table A-6)

CATEGORY SCORES (COMBINED) EXTERNAL & INTERNAL CLIENTS PERFORMANCE YEAR 5										
	Anteon	BAH	CSC	Dync	EER	ISS	ITS	NGIT	SAIC	TASC
Timeliness	4.60	4.54	4.59	4.85	4.61	4.51	4.89	4.00	4.49	4.66
Response	4.62	4.57	4.60	4.82	4.59	4.47	4.85	4.30	4.50	4.71
Quality	4.63	4.59	4.62	4.85	4.68	4.53	4.89	4.32	4.57	4.74
Cost	4.45	4.25	4.38	4.42	4.34	4.42	4.77	4.07	4.26	4.66
Technical	4.60	4.58	4.61	4.85	4.47	4.44	4.88	4.28	4.61	4.83
Cooperation	4.67	4.67	4.65	4.86	4.68	4.57	4.91	4.50	4.55	4.77
Recommendation	4.63	4.57	4.64	4.86	4.66	4.49	4.84	4.28	4.52	4.60
Effort	4.60	4.60	4.63	4.84	4.61	4.48	4.85	4.31	4.52	4.69
Overall Satisfaction	4.59	4.53	4.60	4.83	4.59	4.44	4.90	4.24	4.51	4.60
Overall Average	4.60	4.54	4.59	4.80	4.58	4.48	4.87	4.26	4.50	4.70

Most Improved Performance

TASC, Inc was determined to be the “most improved” Industry Partner, over Performance Year 4. TASC’s overall score improved a very notable 8.09% during Performance Year 5. The following table shows the percentage change in the overall scores for all Industry Partners from Years 4 to 5.

(Table A-7)

CHANGE IN OVERALL SCORE FROM YEAR 4 TO YEAR 5		
Industry Partner	Ranking	%
TASC, Inc.	1	8.09
DynCorp Systems & Solutions, LLC	2	5.62
ITS Corporation	3	3.08
Booz Allen Hamilton, Inc.	4	1.76
Northrop Grumman Information Technology	5	0.00
Computer Sciences Corporation	6	(0.65)
Science Applications International Corporation	7	(0.67)
Anteon Corporation	8	(1.09)
Information Systems Support	9	(2.23)
EER Systems	10	(2.40)

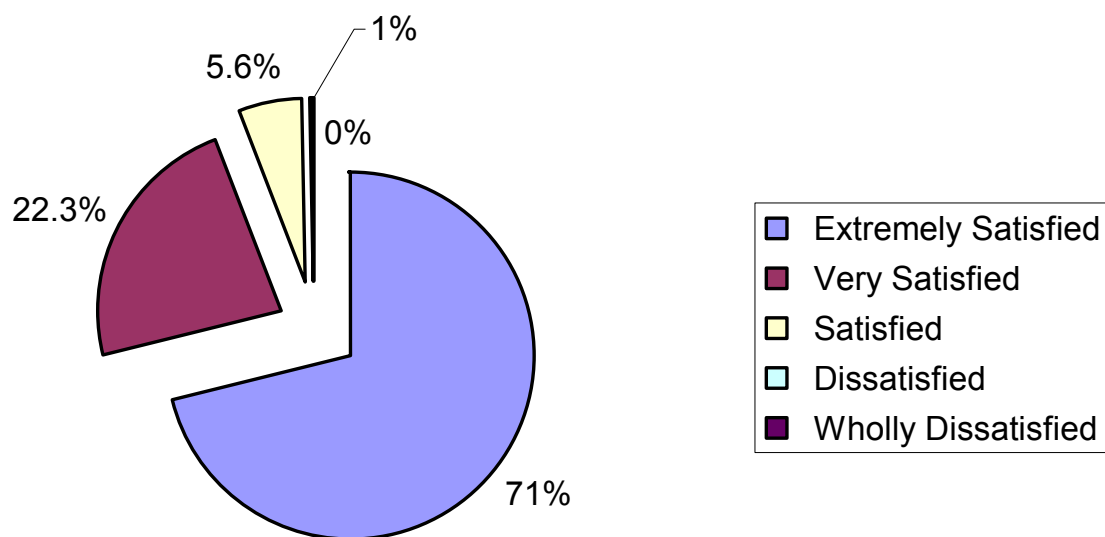
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Responses by Rating Factor

The combined percentages of the “Extremely Satisfied” and “Very Satisfied” rating factor responses are 93.3%. Below is a summary of the responses, segregated by rating factor.

(Table A-8)

RESPONSES BY RATING FACTOR		
CONTRACT YEAR 5		
Rating Factor	No. of Responses	% of Total Responses
Extremely Satisfied	8231	71.0
Very Satisfied	2572	22.3
Satisfied	641	5.6
Dissatisfied	65	0.6
Wholly Dissatisfied	10	<0.1



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More information regarding survey results can be obtained by federal, state and local contracting organizations by contacting the following ANSWER GWAC Center associates:

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